

Notice of References Cited	Application/Control No. 09/884,580		Applicant(s)/Patent Under Reexamination BOIES ET AL.	
	Examiner Traci L Smith		Art Unit 3629	Page 1 of 1

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	C	US-5,974,116	10-1999	Engelke et al.	379/52
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	U	Business Wire, April 3,2000. "eAssist.com Delivers Interactive E-Customer Support for Concierge Inc. New York□□
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
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